



**State of Oregon**  
**Statewide IT Performance Measures**  
**Data Gathering Worksheet**

Reporting Period (date range): \_\_\_\_\_

Description	Data	Source/Notes
<b>Financial Information</b>		
<b>Agency Expenditures (\$ spent in the reporting period)</b>		
Agency Operating Expenditures Does not include "pass through" monies (such as DHS benefit pymts to clients, Revenue tax refunds, PERS benefit pymts)		
<b>Agency IT Expenditures (\$ spent in the reporting period)</b>		
IT All IT expenditures		
Application Maintenance & Development As defined in approved matrix		
Desktop Support As defined in approved matrix		
Network Administration As defined in approved matrix		
Central Computing As defined in approved matrix		
Strategic IT Initiatives Strategic spending for the agency – should not include spending on statewide/enterprise initiatives (below)		
Enterprise IT Initiatives Strategic spending toward statewide/enterprise initiatives – should not include expenditures counted in the agency strategic (above)		
Business Continuity Planning		
CNIC		
Cyber Security		
E-Government		
GIS		
IT Asset/Portfolio Management		
Public Safety Wireless		



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Description	Data	Source/Notes
<b>Staffing &amp; Environment</b>		
<b>Staffing</b>		
<b>Agency Employees</b> Total number (expressed as FTE) of Agency employees. Do not include contractors.		
<b>Agency IT Employees</b> Total number (expressed as FTE) of Agency IT employees. Do not include contractors.		
<b>Environment Supported</b>		
<b>Physical Locations Supported</b> Part of "Core Agency Data." Number & type of physical locations support (such as main office, 25 field offices, 2 other state agencies)		
<b>Planned Availability</b> Part of "Core Agency Data." Agency's planned availability of their network services (such as 7:00am – 6:00pm Monday – Friday)		
<b>Agency System Users</b> Total number of Agency IT system users (include supported users who are doing the business of the agency. Do not include consumers of your products or services – such as PERS members who access their PERS account info via a web application)		
<b>Agency Workstations</b> Total number of Agency-supported workstations (desktops, laptops, and workstations that have asset tags)		
<b>Network Administration</b>		
<b>Network Uptime</b> % of network uptime (agency user connectivity to the network services) based on agency's planned availability. The calculation includes downtime of DAS components, Qwest equipment, and any other network provider used in the agency's network connectivity.		



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Description	Data	Source/Notes
<b>Technology Projects</b>		
Number of Projects Completed # of technology projects (with a total budget of \$75,000) completed in the reporting period		
<b>Project Estimates (projects estimates recorded at the end of the project planning phase)</b>		
Collect data – for each project completed in the reporting period: <ul style="list-style-type: none"> <li>• Estimated start date, end date, and budget</li> <li>• Actual start date, end date, and budget</li> </ul>		
Calculations – using the information collected (above), calculate each project’s duration, schedule variance, and budget variance <ul style="list-style-type: none"> <li>• Actual Project Duration – determine # of days between the actual start and end dates (actual end date – actual start date)</li> <li>• Schedule Variance – determine # of days between the estimated and actual end dates (actual end date – estimated end date)</li> <li>• Budget Variance – determine different between estimated &amp; actual \$ spent (actual \$ spent – estimated \$)</li> </ul>		
Calculate each project’s % variance: <ul style="list-style-type: none"> <li>• Budget – <i>Budget Variance</i> divided by <i>Estimated Budget</i></li> <li>• Schedule – <i>Schedule Variance</i> divided by <i>Actual Project Duration</i></li> </ul>		
<b>Project Results – Budget (indicate # of completed projects in each range based on variance calcs)</b>		
on budget (no variance)		
>0 – 15% under budget		
16 – 25% under budget		
26 – 50% under budget		
>0 – 15% over budget		
16 – 25% over budget		
26 – 50% over budget		
<b>Project Results – Schedule (indicate # of completed projects in each range based on variance calcs)</b>		
on schedule (no variance)		
>0 – 15% under schedule		
16 – 25% under schedule		
26 – 50% under schedule		
>0 – 15% over schedule		
16 – 25% over schedule		
26 – 50% over schedule		



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Description	Data	Source/Notes
<b>Customer Satisfaction</b> (as defined in the Statewide Customer Service Performance Measure Guidance dated 6/20/05)		
<b>Survey Information</b>		
Date Survey Conducted		
Surveyor Who conducted the survey		
Population Surveyed Identify the customer group that was surveyed (clients, compliers, consumers, or constituents)		
Sampling Frame Identify the list from which the respondents were chosen		
Sampling Procedure Describe how the respondents were chosen		
Sample Characteristics List the number of surveys distributed and returned		
<b>Survey Results (for each question, report the % of responses that were “Excellent” or “Good”)</b>		
Question #1 – Timeliness How do you rate the timeliness of the services provided by <i>agency name</i> ?		
Question #2 – Accuracy How do you rate the ability of <i>agency name</i> to provide services correctly the first time?		
Question #3 – Helpfulness How do you rate the helpfulness of <i>agency name</i> employees?		
Question #4 – Expertise How do you rate the knowledge & expertise of <i>agency name</i> employees?		
Question #5 – Availability of Information How do you rate the availability of information at <i>agency name</i> ?		
Question #6 – Overall Service How do you rate the overall quality of services provided by <i>agency name</i> ?		